



U.S. Office of Personnel Management  
Raleigh Service Center  
4407 Bland Road, Suite 200  
Raleigh, North Carolina 27609  
Phone: (478) 757-3000  
Fax #: (919) 790-2824

**VACANCY ANNOUNCEMENT FOR CAREER INTERN PROGRAM  
- CONTRACT SPECIALIST, GS-1102-7 -**

**WITH THE DEPARTMENT OF STATE  
IN  
WASHINGTON, DC**

**VACANCY IDENTIFICATION NUMBER: AR114840**

**OPENS: 07/19/01**

**CLOSES: 08/09/01**

**\*\*You MUST request application materials, (or apply on-line) by the closing date 08/09/01. Completed application packages must be received by 08/17/01. \*\***

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**\*\*\*The Department of State career entry program is seeking to attract exceptional individuals for specific occupations. This is a two-year training and development program designed to hire and develop entry level professionals and produce the agency's future managers. The program includes on-the-job training, formal classes, and rotational and developmental assignments. Multiple positions are available. Positions have promotion potential to the GS-13 level. Individuals will receive appointments in the excepted service. Upon successful completion of the internship, individuals may be placed in a permanent position.\*\*\***

**MAJOR DUTIES:** This position is located in the Office of Acquisition Management, Deputy Assistant Secretary for Logistics Management, Bureau of Administration. The incumbent performs a variety of developmental and recurring assignments which are designed to provide acquaintance with contracting in general to increase the incumbent's skill and knowledge of contract negotiation and administration activities. The incumbent is introduced to drafting and negotiating different types of contracts, from firm-fixed price to time-and-material, labor hour, and indefinite delivery/indefinite quantity. S/he assists in pre-award processes such as reviewing requisitions, determining the appropriate method of procurement, developing procurement plans, locating sources for products/services, ensuring adequate price competition, determining contractor responsibility, preparing a negotiation position, and other pre-award processes. The incumbent works under the guidance of a higher-graded Contract Specialist and is given progressively more difficult and complex assignments as s/he progresses through the intern program.

**NOTE:** .Selectees must be able to obtain a Top Secret security clearance.  
.Selectees will be subject to random drug testing.

**QUALIFICATION REQUIREMENTS: Applicants must meet one of the following basic requirements:**

Completed a 4-year course of study leading to a bachelor's degree with a major in any field.

**OR**

Completed at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management; *plus* appropriate experience or additional education.

**NOTE:** *Applicants who are currently in a GS-1102 position at a GS-12 or lower grade level do not need to meet the basic requirements described above; however you must still meet the additional requirements in order to qualify.*

**IN ADDITION:**

Applicants must have completed one full year of experience (equivalent to at least the GS-5 level in the Federal service) developing, preparing, and presenting terms and conditions in bids or proposals related to the award of contracts; or negotiating and awarding contracts, contract modifications, and subcontracts; or in legal practice involving the analysis of procurement policies and procedures; or administering the terms and conditions of contracts, including such aspects as preparing contract modifications, evaluation of performance under the contract, and contract termination; or analyzing proposed prices or costs, including such aspects as evaluating technical and audit reports, forecasting price trends, evaluating economic factors, estimating production efficiencies, and evaluating methods of allocating costs through various types of overhead and general administrative expenses.

**OR**

Applicants must have completed one full year of graduate level study (18 semester hours or the equivalent), *or* possess a master's, LL.B., J.D., LL.M., or Ph.D. in a field that provided the knowledge, skills, and abilities necessary to do the work. Such fields include: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management.

**OR**

Applicants must have a combination of the experience and graduate education described above. Completed portions must equal at least 100%. Forty hours of work per week for 12 months is equivalent to 1 year of experience. Eighteen graduate semester hours or 27 graduate quarter hours is typically equivalent to 1 full year of graduate study.

**OR**

Applicants must have a bachelor's degree *and* superior academic achievement. Superior academic achievement is based on (1) class standing: you must be in the upper third of your graduating class in college, university, or major subdivision; (2) grade-point average: you must have a grade point average of (a) 3.0 or higher out of a possible 4.0 as recorded on your official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of your curriculum; or (b) 3.5 or higher out of a possible 4.0 based on the average of required courses completed in your major field or required courses in your major field completed during the final 2 years of your curriculum [Grade point averages can be rounded to one decimal place. For example, 2.95 will round to 3.0, and 2.94 will round to 2.9.]; and (3) election to membership in a national scholastic honor society.

**CREDIT FOR VOLUNTEER SERVICE:** Credit will be given for appropriate unpaid experience or volunteer work on the same basis as for paid experience, provided it is directly related to the job for which you are applying. To receive proper credit, you must show the actual time spent in such activities.

**Only education/experience acquired by the closing date will be considered.**

**OTHER INFORMATION:**

.You must be a United States citizen to apply.

.To be eligible for Federal employment, male applicants born after December 31, 1959, must certify at the time of appointment that they have registered with the Selective Service System, or are exempt from having to do so under Selective Service law.

**BASIS FOR RATING:** Competitors will be rated on the basis of the extent and quality of experience and training relevant to the duties of the position, based on information contained in their applications and their responses to the occupational questions found in the Supplemental Qualifications Statement section later in this announcement. Answers to the Supplemental Qualifications Statement **MUST** be provided on the Qualifications and Availability Form (OPM Form 1203-FX) or via the Internet at the OPM USAJOBS web site (see the How to Apply section below for filing on-line). Qualified candidates will be assigned a score between 70 and 100; points for veterans preference will be added to this score if supported by documentation. Errors or omissions in your responses to the Supplemental Qualifications Statement may impact your score.

***\*\*ALL CANDIDATES WILL RECEIVE CONSIDERATION WITHOUT REGARD TO ANY NONMERIT FACTOR SUCH AS RACE, COLOR, RELIGION, SEXUAL ORIENTATION, NATIONAL ORIGIN, MARITAL STATUS, AGE, POLITICAL AFFILIATION, SEXUAL PREFERENCE, OR DISABILITY.\*\****

**HOW TO APPLY:**

Applicants must submit the following materials in order to receive consideration for this position:

1. A completed Qualifications and Availability Form C (OPM Form 1203-FX) or on-line submission of the Supplemental Qualifications Statement. Please review your responses to ensure that they are consistent with the descriptions of work experience and education stated in your application. Your responses will be verified against the information in your application. Errors or omissions made on the Form C/Supplemental Qualifications Statement are your responsibility.

2. A completed application or resume. The Application for Federal Employment (SF-171), or the Optional Application for Federal Employment (OF-612), a resume, or any other written format of your choice which clearly identifies: 1) the announcement number, title, and grade of the job you are applying for; and, 2) information required in the OPM pamphlet OF-510, "Applying for a Federal Job". Forms OF-612 and OF-510 will be included in each application package provided by the OPM Raleigh Service Center.
3. If claiming veterans preference: a copy of your DD-214; if applicable, official documentation from the VA or branch of Armed Services that is dated within the past 12 months documenting your compensable disability; and, if applicable, an SF-15 (Application for 10 pt. Veteran Preference) and any other documentation required in that form.

Please write the announcement number on the first page of all your application materials, if submitting hard copies, to ensure accurate processing for this case. Your application materials will not be returned. Do not submit original document that you may need in the future.

**NOTE:**

.Federal agencies provide reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application process, contact the Raleigh OPM Service Center. If you need accommodation during the hiring process, contact the hiring agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

.Your application contains information subject to the Privacy Act (P.L. 93-579.5 USC 552a). The information is used to determine qualifications for employment and is authorized under Title 5 of the U.S. Code, Sections 3302 and 3361.

**To obtain an application package, you may:**

1. Contact the OPM Web Site on the Internet at: [www.usajobs.opm.gov](http://www.usajobs.opm.gov). You may obtain a copy of the announcement and complete your resume and responses to the Supplemental Qualifications Statement on-line. It is highly recommended that you file your resume and responses to the Supplemental Qualifications Statement using the on-line method, since it is the most efficient way for us to process your application. Click on "on-line application" at the USAJOBS website page, then click on "access on-line resume" or "complete on-line Supplemental Qualifications Statement" at the next page to access the form you desire. The on-line application process for this announcement is available up until midnight Eastern Time of the closing date. **Please make sure you still send in to the OPM Raleigh Service Center any other materials required as part of the application package.**
2. Call the Office of Personnel Management Telephone System on 478-757-3000. This is an automated telephone information system. Enter "1" from the opening menu, then "3" to go to the Open Forms Request Line, and then "1" to begin your recording. You will be asked to record your name, street address, city, state, zip code, and the announcement number for this position. This recorded message is available 24 hours a day, 7 days a week; or
3. Write the Office of Personnel Management, Raleigh Service Center, at 4407 Bland Road, Suite 200, Raleigh, NC 27609, or send an e-mail message to [raleigh@opm.gov](mailto:raleigh@opm.gov). Please include your name, address, and the announcement number for this position.

**FILING APPLICATIONS:**

Application packages must be *received* by 08/17/01 in order to receive consideration. Failure to provide complete information may result in your not receiving consideration for this position. Application materials not filed on-line through USAJOBS should be mailed to: **U.S. Office of Personnel Management, 4407 Bland Rd., Suite 200, Raleigh, NC 27609**; or faxed to the OPM Raleigh Service Center at **(919) 790-2824**.

Applications may not be sent in postage-paid Government envelopes in accordance with Federal law and regulation. Applications filed in this fashion will not receive consideration.

**COMPLETING THE SUPPLEMENTAL QUALIFICATIONS STATEMENT:**

You should use the following instruction to help you complete the Supplemental Qualifications Statement on the Qualifications & Availability Form C (OPM Form 1203-FX) or using the on-line method. The instructions are numbered to match the section numbers on the Form C. You may omit any optional information; however, you must provide responses to all other questions unless advised otherwise. Be sure to double check your application before submission.

.Enter your **social security number** and Vacancy Identification Number (**AR114840**) in the appropriate boxes at the top of every page of the OPM Form 1203-FX. NOTE: This step does not apply to on-line filers.

1. **Job Title:** Contract Specialist/Career Intern Program
2. **Biographic Data/E-Mail Address:** All biographic information is required including your name and address. Your phone number is optional.
3. **E-mail Address:** Optional
4. **Work Information:** Optional
5. **Employment Availability:** Indicate your availability for full time, part time, and temporary employment. Also indicate your availability for travel. You may omit the other employment questions.
6. **Citizenship:** A response to the citizenship question is required.
7. **Background:** Leave this blank.

8. **Other Information**

A. **Gender**

This information is collected for statistical purposes only.  
 Darken the oval corresponding to your gender Male or Female.

9. **Languages**

Select from the list below up to 3 languages in which you are proficient. Enter the 2 digit code(s) corresponding to the language in each box.

- 01 = Any African Language
- 02 = Any Native American Language  
(Aleut, Navajo, etc.)
- 03 = Any Classical Language
- 04 = Asian/Near East Languages
- 05 = Asian/Far East Languages  
(Other than Chinese)
- 06 = Chinese
- 07 = French
- 08 = German
- 09 = Russian
- 10 = Sign Language
- 11 = Spanish
- 12 = Other European  
Languages
- 13 = Other Languages

10. **Lowest Grade:** Enter 07

11-13. **Miscellaneous information, special knowledges, and test location:** Leave these questions blank.

14. **Veterans' Preference Claim:** Enter your claim for Veterans' Preference. If you are not entitled to veteran preference, mark "No preference claimed." Please note: Except for disabled veterans, (1) those who entered active duty on or after October 15, 1976 and before September 8, 1980 must have an authorized campaign badge; **OR**, (2) those who enlisted after September 7, 1980, or entered on active duty (through means other than enlistment) on or after October 14, 1982 must have: (a) completed at least 24 months of continuous, active duty service **AND** have served in a campaign or expedition for which a campaign medal has been authorized; **OR**, (b) have served at least 1 day during the period 08/02/90 through 01/02/92 **AND** have 24 months of continuous, active duty service, or been a reservist activated during that period. Persons who retired from military service at the rank of major, lieutenant commander, or higher are not entitled to veteran preference except as disabled veterans. **You must include a copy of your DD-214 with your application, and if applicable, documentation from the VA or branch of Armed Services that is dated within the past 12 months**

**documenting your compensable disability, to receive veterans preference. (NOTE: More information on veterans preference and qualifying campaign medals is available in the Vets Guide that can be found on the Internet at [www.opm.gov](http://www.opm.gov).)**

15. **Date of Active Duty:** If you have military experience, enter your dates of active duty military service.
16. **Availability Date:** You may omit availability date if you can begin work immediately; otherwise, provide the date you will be available for employment.
- 17-19. **Service Computation Date, Other Date, and Job Preference:** Leave these questions blank.
20. **Occupational Specialties:** Enter 001
21. **Geographic Availability:** Enter 0675. This position is with the Department of State in Washington, DC.
22. **Career Transition Assistance Plan:** Leave blank.
23. **Job Related Experience:** Leave this section blank.
24. **Personal Background Information:**

#### **APPLICANT RACE AND NATIONAL ORIGIN**

The United States District Court for the District of Columbia, in a decree approved in a lawsuit entitled Luevano v. Lachance, Civil Action no. 79-0271, has ordered that Federal Government agencies provide data on the race and national origin of applicants for certain Federal occupations. The position for which you are applying is in one of those occupations.

The collection of this information is authorized for use by the Office of Personnel Management only for the purposes of complying with the requirements of the Luevano v. Lachance Decree. The data you supply will be used for statistical analysis pursuant to the requirements of the lawsuit, and will not be shared with employing agencies.

You are requested to complete the following, however, submission of this information is voluntary. Your failure to do so will have no effect on the processing of your application for Federal employment.

The categories below provide descriptions of race and national origins. Select the category with which you identify yourself. If you are of mixed race and/or national origin, select the category with which you most closely identify yourself. **Please select only one by shading in the circle next to the number corresponding to the category.**

- 1 = American Indian or Alaskan Native - A person having origins in any of the original peoples of North America, and who maintains cultural identification through community recognition or tribal affiliation.
- 2 = Asian or Pacific Islander - A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. For example, this area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.
- 3 = Black, not of Hispanic origin - A person having origins in any of the black racial groups of Africa. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 4 = Hispanic - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins. This does not include persons of Portuguese culture or origin.
- 5 = White, not of Hispanic origin - A person having origins in any of the original peoples of Europe, North America, or the Middle East. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- 6 = A person not included in another category.

## PRIMARY GEOGRAPHIC ZONE

Select the Zone which includes your first choice for location of employment. This designation is for statistical use only and will not affect your actual consideration for employment. Your geographic area of consideration will be determined by your entries in Section 21, GEOGRAPHIC AVAILABILITY. Please select only one and darken the appropriate circle next to the number corresponding to your selection.

- 7 = ATLANTA ZONE includes Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, and Virginia.
- 8 = CHICAGO ZONE includes Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, West Virginia, and Wisconsin.
- 9 = DALLAS ZONE includes Arizona, Arkansas, Colorado, Louisiana, Montana, New Mexico, Oklahoma, Texas, Utah, and Wyoming.
- 10 = PHILADELPHIA ZONE includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont.
- 11 = SAN FRANCISCO ZONE includes California, Idaho, Nevada, Oregon, and Washington.
- 12 = ALASKA ZONE includes the State of Alaska.
- 13 = CARIBBEAN ZONE includes Puerto Rico and the Virgin Islands.
- 14 = HAWAII ZONE includes the State of Hawaii and Pacific overseas area.
- 15 = WASHINGTON, DC, ZONE - Washington, DC, metropolitan area (Charles, Montgomery, and Prince George's Counties in Maryland; Arlington, Fairfax, Prince William, King George, Stafford, and Loudon Counties and Falls Church, Alexandria, and Fairfax cities in Virginia) and Atlantic overseas area (African, European, Middle Eastern, and Central and South American countries.)

25. **Occupational Questions:** Respond to the following questions. Mark only one response for each question.

### EDUCATIONAL BACKGROUND AND WORK EXPERIENCE

This section asks you to describe your educational background, your work, and other experiences in specific factors which relate to job performance. **ALL QUESTIONS MUST BE ANSWERED.** Record your answers in Section 25.

1. **From the descriptions below, select the letter that describes your background in relation to the educational requirements for this position. Mark only 1 response.**

- A. I have completed a 4-year course of study leading to a bachelor's degree with a major in any field.
- B. I have completed at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management; *plus* appropriate experience or additional education.
- C. I am currently in a GS-1102 position at a GS-12 or lower grade level and exempt from the above educational requirements.
- D. My background does not match any of the above choices.

2. **From the descriptions below, select the letter that describes the education or experience you have that demonstrates your ability to perform GS-7, Contract Specialist work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.**

- A. I have a bachelor's degree *and* superior academic achievement. Superior academic achievement is based on (1) class standing: you must be in the upper third of your graduating class in college, university, or major subdivision; (2) grade-point average: you must have a grade point average of (a) 3.0 or higher out of a possible 4.0 as recorded on your official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of your curriculum; or (b) 3.5 or higher out of a possible 4.0 based on the average of required courses completed in your major field or required courses in your major field completed during the final 2 years of your curriculum [Grade point averages can be rounded to one decimal place. For example, 2.95 will round to 3.0, and 2.94 will round to 2.9.]; and (3) election to membership in a national scholastic honor society.
- B. I have completed one full year of graduate level study (18 semester hours or the equivalent), *or* possess a master's, LL.B., J.D., LL.M., or Ph.D. in a field that provided the knowledge, skills, and abilities necessary to do the work. Such fields include acquisition management, business administration, contracting or procurement, economics, finance, industrial management, law, management and organization, marketing, public administration, purchasing, quantitative methods, or another field related to the position.
- C. I have completed one full year of experience (equivalent to at least the GS-5 level in the Federal service) developing, preparing, and presenting terms and conditions in bids or proposals related to the award of contracts; or negotiating and awarding contracts, contract modifications, and subcontracts; or in legal practice involving the analysis of procurement policies and procedures; or administering the terms and conditions of contracts, including such aspects as preparing contract modifications, evaluation of performance under the contract, and contract termination; or analyzing proposed prices or costs, including such aspects as evaluating technical and audit reports, forecasting price trends, evaluating economic factors, estimating production efficiencies, and evaluating methods of allocating costs through various types of overhead and general administrative expenses.
- D. I have at least one year of work experience in clerical or technical support work that consisted of typing, filing, maintaining, or verifying records.
- E. I have less than the full amount of graduate education described in "B" and less than the amount of experience described in "C," but I have a combination of the type of education described in "B" and the type of experience described in "C."
- F. My education and/or experience is not reflected in any of the above statements.

3. Please fill in "A" for this question.

4. Please fill in "A" for this question.

5. Please fill in "A" for this question.

The following questions ask you to describe your educational background, your work, and other experiences in specific areas which relate to successful job performance.

You are to choose one answer to each question from among the alternatives presented. Then, record your answers in Section 17 on Form C beginning at Item 6. Do not mark more than one answer for each question. Multiple answers will not be counted. Do not omit answers unless instructed to do so. Other omissions may decrease your score.

- 6. During high school (grades 9 - 12), I made the semester honor roll:
  - A. = never
  - B. = once or twice
  - C. = three or four times
  - D. = five or six times
  - E. = seven or eight times
- 7. The high school grade I most often received was:
  - A. = A
  - B. = B

- C. = C
- D. = D or lower
- E. = I do not remember

**IF YOU DID NOT ATTEND COLLEGE, PLEASE SKIP TO ITEM 9.**

- 8. The college grade I most often received was:
  - A. = A
  - B. = B
  - C. = C
  - D. = D or lower
  - E. = I do not remember
  
- 9. In the past three years the number of different paying jobs I have held for more than two weeks is:
  - A. = 7 or more
  - B. = 5 - 6
  - C. = 3 - 4
  - D. = 1 - 2
  - E. = none
  
- 10. I have been employed in work similar to that of the job covered by this examination:
  - A. = never employed in a similar job
  - B. = less than 1 year
  - C. = 1 - 2 years
  - D. = 3 - 4 years
  - E. = over 5 years
  
- 11. In the past three years, my primary work experience has been in:
  - A. = professional or administrative occupations
  - B. = clerical or sales occupations
  - C. = service occupations
  - D. = trades or labor occupations
  - E. = not employed in the past three years
  
- 12. On my present or most recent job, my supervisor rated me as:
  - A. = outstanding
  - B. = above average
  - C. = average
  - D. = below average
  - E. = not employed or received no rating
  
- 13. In the past three years the number of jobs I have been fired from is:
  - A. = 5 or more
  - B. = 3 to 4
  - C. = 2
  - D. = 1
  - E. = none
  
- 14. The number of civic or social organizations (which have regular meetings and a defined membership) that I belong to is:
  - A. = none
  - B. = 1
  - C. = 2 or 3
  - D. = 4 to 6
  - E. = 7 or more



15. In organizations to which I belong, my participation is best described as:
- A. = do not belong to any organizations
  - B. = not very active
  - C. = a regular member but not an office holder
  - D. = have held at least one important office
  - E. = have held several important offices
16. My previous supervisors (or teachers if not previously employed) would most likely describe my basic math skills as:
- A. = superior
  - B. = above average
  - C. = average
  - D. = below average
  - E. = do not know

### ACCOMPLISHMENTS

In this part, you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Please answer **YES** or **NO** to each question. Begin marking your responses to the items in this part in Section 17 on Form C beginning at Item 17. Fill in "**A**" for **YES** or "**B**" for **NO**.

Answer all questions to the best of your ability. Do not answer **YES** unless you can provide specific examples or documentation as proof that you have had this type of experience. You may be asked to provide such evidence or documentation at a later stage in the selection process.

Your responses are subject to verification through background checks, job interviews, or any other information obtained during the application process. Any exaggeration of your experience or any attempt to conceal information can result in your being removed from a Federal job and in barring you from seeking Federal employment in the future.

Use the following guidelines to answer these questions:

- (1) Many questions refer to "work" experiences. The word "work" refers to all experiences gained through school, paid employment, military service, voluntary work, and through activities done for professional, charitable, church, community, social, or other organizations, **unless otherwise stated**.
- (2) Some questions ask for experience in a specific type of setting. For example, if the question says "Have you done **paid** work that involved..." then **only** respond **YES** if your experience was gained in a **paid** job.
- (3) Do not include personal or home-related experiences unless the question specifically mentions them.
- (4) Some questions ask about customers or clients. Customers or clients include any individuals who used or received the products or services that you provided, including individuals inside or outside of your organization. Keep in mind that you may have worked with customers or clients in a variety of settings including those listed in guideline #1 above.
- (5) Some questions ask you if you received a grade of **B or above** on schoolwork. If you were not graded on an A, B, C, D, F scale, use the equivalent of a B or above, that is, an above average grade, on the type of scale on which you were graded.

Remember to fill in "**A**" for **YES** or "**B**" for **NO**.

17. Have you successfully done work where your **primary responsibility** was to help others work out their problems (for example, worked as a therapist)?
18. Have you successfully taught a writing course or worked as a professional journalist, editor, or writer?
19. Have you often been asked to proofread or edit the writing of others for content, punctuation, spelling, and grammar?

20. Have you successfully provided quality service to people with special needs or problems (for example, worked in a hospital, halfway house, special education program, etc.)?
21. Have you successfully done work that regularly involved composing letters or writing reports containing several short paragraphs, such as investigation reports, accident reports, performance evaluations, etc.?
22. Have you successfully done work where you regularly completed routine work assignments with minimal supervision?
23. Have you received a grade of B or above in *school courses*, taken since high school, that emphasized problem solving (for example, logic, computer programming, etc.)?
24. Have you successfully done *paid* work that regularly involved troubleshooting and resolving problems with equipment or systems (for example, appliances, vehicles, machinery, computer or electrical systems, etc.)?
25. Have you received a grade of B or above in *school courses*, taken since high school, that focused on negotiation skills (for example, conflict resolution, labor relations, mediation, etc.)?
26. Have you identified and solved a problem with a procedure, product, or service that benefited the organization (for example, saved the organization time or money, increased sales, reduced errors, etc.)?
27. Have you successfully taught team-building skills in training classes, workshops, or seminars?
28. Have you received formal recognition for your oral communication skills (for example, received certification from Toastmasters International, won a speech contest or debate tournament, etc.)?
29. Have you successfully solved problems that occurred because of a critical emergency or a disruption of a life-saving operation, with very few resources or guidelines (for example, solved problems related to a natural disaster, a power outage in a hospital, etc.)?
30. Have you successfully done work that *regularly* involved informally providing oral explanations of technical information or other complex information, such as regulations, policies, or procedures?
31. Have you successfully done work that regularly involved interacting with or counseling people with special needs or problems (for example, hospital patients, psychiatric patients, prisoners, people who are elderly or disabled, etc.)?
32. Have you successfully done work where trust and cooperation were a matter of life and death (for example, firefighting, combat duty, law enforcement, rescue work, etc.)?
33. Have you successfully taught self-management skills (for example, time management, goal setting, career development, etc.)?
34. Have you effectively participated as a member of an extracurricular school team or community team (for example, sports, cheerleading, debate, theater, neighborhood watch, etc.)?
35. Have you successfully done work that regularly involved conducting quality checks or following up with customers or clients to ensure satisfaction with a product or service?
36. Have you successfully done work that involved writing technical or legal reports, or translating technical or other complex material into language that was more easily understood?
37. Have you successfully done work that *only occasionally* involved helping others work out their problems (for example, worked as a resident advisor in a dorm, camp counselor, etc.)?
38. Have you made presentations where you successfully persuaded someone to do something (for example, support a project, accept your recommendations, purchase a product or service, etc.)?
39. Have you successfully resolved conflicts among group or team members while acting in a leadership role for the group?

40. Have you successfully done work that regularly involved determining appropriate products or services for customers or clients?
41. Have you participated in training classes, workshops, or seminars outside of school that improved your performance at work?
42. Have you successfully done work that required you to live with others 24 hours a day while working with them toward a common goal (for example, completed a tour of duty on a submarine, worked on a wilderness trail-building team or scientific expedition, etc.)?
43. Have you successfully done work that regularly involved answering questions, gathering nonsensitive information, or providing assistance to others, either in person or by telephone?
44. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your self-management skills (for example, time management, goal setting, career development, etc.)?
45. Have you successfully done work where you were responsible for determining appropriate treatment or rehabilitation programs (for example, worked as a probation/parole officer, social worker, counselor, etc.)?
46. Have you successfully owned or managed a business, or done *paid* work as a contractor or consultant, where business depended on establishing and maintaining good customer relations?
47. Do you regularly monitor your progress toward achieving your career goals (for example, by initiating discussions about your career goals with your supervisor, employee counselor, mentor, etc.)?
48. Have you successfully remained polite and tactful while doing work where one of your primary responsibilities was to handle customer problems or complaints (for example, worked as a customer service representative)?
49. Have you successfully completed a complex research project that included collecting and analyzing information, and reporting conclusions or recommendations?
50. Is your highest level of formal education some college, but no bachelor's degree, or completion of technical, trade, or business school training? (Answer **NO** to this question if you anticipate receiving a bachelor's degree within the next 9 months.)
51. Have you successfully done work that regularly involved verifying the accuracy of information or the relevance of information to a problem or a situation (for example, investigative work)?
52. Have you received a grade of B or above on a class project that required working in a group?
53. Have you successfully done work where you had to coordinate vacation schedules, lunch breaks, etc., with other workers?
54. Have you successfully done work that required extensive on-the-job training?
55. Have you submitted articles or similar types of written work that were published in a professional, trade, or scholarly journal or in a nationally recognized newspaper or magazine?
56. Have you worked on several major assignments or projects at the same time with minimal supervision and completed the work on time or ahead of schedule?
57. Have you successfully done work that regularly involved persuading customers or clients to purchase a product or service?
58. Have you received favorable feedback about your ability to provide oral instructions or on-the-job training to others, or about your ability to instruct or coach others in athletic, leisure, or community activities?
59. Have you successfully completed a highly structured, formal training program, **not including an apprenticeship for a trade or craft**, that required you to learn a complex body of information (for example, training for jobs in insurance, law enforcement, real estate, etc.)?

60. Since high school, have you received a grade of B or above in oral communication classes (for example, speech, public speaking, theater, etc.) or participated in activities that improved your oral communication skills (for example, training classes, workshops, seminars, debate team, speech club, etc.)?
61. Have you successfully worked on a team that included individuals from different occupations or diverse backgrounds?
62. Have you successfully done work that regularly required you to make quick decisions where the consequences were critical (for example, worked as a 911 operator, on an ambulance squad, etc.)?
63. In college, did you have an overall undergraduate grade point average of 3.0 or higher on a 4.0 scale, belong to an honor society, or graduate with honors? (Answer **NO** to this question if you did not attend college.)
64. Have you successfully done work that regularly involved being on duty by yourself, or completing nonroutine assignments with minimal or no close supervision?
65. Have you successfully negotiated with faculty, staff, advisors, etc., as an active member of the student council in high school or college?
66. Have you earned a degree in an area of study related to oral communication (for example, speech communication, broadcast journalism, etc.)? (Answer **YES** to this question if you anticipate receiving this degree within the next 9 months.)
67. Have you successfully done work that regularly involved negotiating with customers or clients to modify products or to resolve problems or disputes?
68. Do you have a professional license or certificate issued by a state or other official or professional licensing board indicating your mastery of a specialized body of knowledge (for example, cosmetology, real estate, certified public accounting, etc.)?
69. Have you successfully done work that regularly involved answering questions, demonstrating a product or service, or providing assistance to customers, clients, or the public?
70. Have you received formal recognition for your written work (for example, received an award, letter of commendation, excellent performance appraisal rating, etc.)?
71. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your teamwork skills?
72. Have you learned a hobby or leisure activity well enough that you have been asked to do it for others on a voluntary basis?
73. Have you received formal recognition (for example, received an award, letter of commendation, etc.) or been given certain assignments because of your ability to work well in a group?
74. Have you written procedures or instructions that others have followed successfully (for example, instruction manuals, survey instructions, training materials, etc.)?
75. Have you successfully taught a course that focused on interpersonal skills (for example, customer relations, counseling, etc.)?
76. Have you received a grade of B or above on essays or reports written for high school classes?
77. Have you successfully completed a long-term project outside of work where you were solely responsible for doing the work (for example, completed a thesis, wrote a book that was published, prepared a horse for competition that won a ribbon, restored an antique car, etc.)?
78. Have you submitted articles or similar types of written work that were published in a local newspaper, nationally distributed newsletter, or similar type of publication?
79. Have you successfully done work that regularly involved interacting with customers, clients, co-workers, or supervisors who

were especially difficult to get along with?

80. Have you received formal recognition for providing good service to customers or clients (for example, received an award, a letter of commendation, an excellent performance appraisal rating, etc.)?
81. Have you successfully done work that involved making personnel decisions (for example, who to hire, promote, or discipline) or deciding how to allocate equipment, materials, staff, etc.?
82. Have you worked on a team that produced measurable improvements (for example, an increase in production, quality, customer satisfaction, or a decrease in costs, number of injuries, complaints, etc.)?
83. Have you learned a hobby or leisure activity well enough that others have paid you to do it?
84. Have you successfully completed a **small-scale project** (lasting several days or weeks) on or ahead of schedule with minimal supervision?
85. Have you successfully determined space layouts or assignments for equipment, furniture, displays, etc.?
86. Have you successfully persuaded others to volunteer time, money, or resources to a cause, or recruited others to join an organization (for example, college, fraternity, military, etc.)?
87. Have you successfully done work that required you to identify what a customer or client needs?
88. Have you successfully done work that **regularly** required you to lead or facilitate briefings, meetings, or conferences, or formally present **technical or other complex** information to others?
89. Have you written articles or similar types of work that have been included in a school newspaper, community newsletter, or similar type of publication?
90. Have you successfully negotiated with your subordinates to find mutually acceptable solutions for poor performance or inappropriate work behaviors (for example, absenteeism, tardiness, etc.)?
91. Have you developed a formal mechanism to learn more about a problem (for example, developed a survey, conducted interviews or focus groups, etc.)?
92. Have you successfully learned a hobby or leisure activity requiring extensive study or use of complex directions (for example, constructing stereo or computer systems, building a car, making stained glass objects, etc.)?
93. Have you received favorable feedback for oral presentations you have given to management or other officials, or to the public (for example, for speaking at religious services, performing in theatrical productions, etc.)?
94. Have you successfully written reports that presented facts, findings, logical conclusions, and persuasive arguments (for example, wrote a thesis, briefing papers, policy papers, complex research papers, etc.)?
95. Have you successfully done work that regularly involved deciding how best to use the strengths of team members (for example, deciding who to assign to various projects, which player to put in each position, etc.)?
96. Have you devised a strategy to overcome a major setback that successfully enabled you to complete a project on time or within budget?
97. Have you successfully done work where your **primary responsibility** was to handle customers' problems or complaints, or where you were required to deal with customer complaints that could not be resolved by lower level employees?
98. Have you suggested or made changes to products or procedures that resulted in better meeting customer needs?
99. Have you received formal recognition for solving a work-related problem (for example, received an award, a letter of commendation, etc.)?

100. Have you successfully provided good customer service while constantly working under difficult time constraints (for example, worked in a fast-food restaurant, worked as a stockbroker, etc.)?
101. Have you successfully done work where one of your primary responsibilities was to solve customer problems (for example, provided support services for customers with software problems)?
102. Have you written a play, script, or novel that was sold, published, or produced?
103. Have you successfully remained friendly and polite while briefly interacting with many different clients or customers (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, sales clerk, etc.)?
104. Have you performed home repairs that involved determining the specific problem, determining how to make the repair, and successfully completing the repair (for example, fixed a leaking faucet, re-shingled a roof, etc.)?
105. Have you participated in training classes, workshops, or seminars outside of school that helped you improve your customer service skills?
106. Have you used study or review techniques that helped you learn material more effectively?
107. Have you successfully done work that regularly involved deciding how to handle disorderly people or situations?
108. Have you successfully done work that regularly involved relaying messages to co-workers, or providing information or giving simple instructions to customers or the public, either in person or by telephone (for example, worked as a receptionist, dispatcher, etc.)?
109. Have you successfully done work that *frequently* required you to present *nontechnical* information at briefings, meetings, conferences, or hearings?
110. Have you successfully done work that regularly involved listening carefully to others to understand a need, problem, or situation (for example, investigative work, counseling, etc.)?
111. Have you successfully persuaded management, other members of your group, customers, or clients to accept a proposal?
112. Have you successfully negotiated contracts, leases, or prices for services, supplies, equipment, property, etc.?
113. Have you successfully resolved disagreements among a group of peers in a goal-oriented setting (for example, sports team, work group, theater group, cheerleading squad, etc.)?
114. Have you served on a decision-making board or committee (for example, student governing board, planning board, homeowners' association board, etc.)?
115. Have you successfully done work that regularly involved discussing sensitive information with others, or interviewing or surveying people, either in person or by telephone, to gather information they were reluctant to give?
116. Have you successfully reviewed and evaluated forms, applications, documents, or other information, not including contract proposals or bids, to make determinations (for example, to determine approval or denial of loans, eligibility for claims, etc.)?
117. Have you successfully done work that *often* required you to accommodate last minute requests from customers or clients or to provide quality service in situations where timeliness is critical (for example, worked as a courier or travel agent, worked in newspaper publishing, etc.)?
118. Have you received a grade of B or above in *school courses*, taken since high school, with a strong emphasis on interpersonal skills (for example, customer relations, counseling, etc.)?
119. Have you successfully completed a *large-scale project* (lasting several months or longer) on or ahead of schedule with minimal supervision?

120. Have you successfully done work where you played a key role in keeping morale up, fostering team spirit or cooperation, or making a group more productive (for example, worked as a coach, supervisor, campaign manager, pledge trainer for a fraternity or sorority, etc.)?
121. Have you *taught yourself* skills that improved your performance in school or at work (for example, taught yourself typing, computer skills, a foreign language, etc.)?
122. Have you owned and successfully managed your own profit-making business?
123. Have you formally taught, instructed, or trained others in educational or occupational settings and received favorable feedback about your ability to do so?
124. Have you successfully done work that required you to interact with people at many levels in an organization?
125. Have you successfully done work that regularly involved interacting with people, other than your co-workers, from a foreign country or from different ethnic or cultural backgrounds?
126. Have you successfully worked closely with a client over an extended period of time to complete a project or resolve a problem?
127. Have you successfully done work that involved deciding which supplies, equipment, or merchandise to purchase for a group or organization?
128. Have you successfully done work that regularly involved interacting or coordinating with people outside of your immediate work group (for example, people from other offices, departments, organizations, etc.)?
129. Have you broken a sales record or a similar record, regularly exceeded quotas or similar productivity standards, or received formal recognition for doing work that surpassed what was expected (for example, received a certificate of appreciation, bonus, etc.)?
130. Have you successfully negotiated bargaining unit contracts?
131. Have you successfully done work in a setting where the fast pace required employees to assist each other to ensure that quality service or products were provided (for example, worked on an assembly line, in a fast-food restaurant, etc.)?
132. Have you successfully provided quality service to many different customers or clients with whom you interacted only briefly (for example, worked as a receptionist, bank teller, cashier, waiter/waitress, etc.)?
133. In high school, did you have an overall grade point average of 3.0 or higher on a 4.0 scale, belong to an honor society, or graduate with honors?
134. Have you received formal recognition for your ability to work well with others (for example, received a letter of recommendation or appreciation, an excellent performance appraisal rating, etc.)?
135. Have you made decisions that turned an unprofitable business into a profit-making operation?
136. Have you effectively served on a problem-solving, planning, or goal-setting committee or team?
137. Have you successfully done work that regularly involved using negotiation or persuasion to help others avoid trouble or conflict or make positive changes in their lives (for example, worked for a crisis hotline, worked as a resident advisor, substance abuse counselor, etc.)?
138. Have you taken the initiative to learn new skills or acquire additional knowledge that improved your performance at work or school, or in leisure activities?
139. Have you successfully remained courteous and tactful while enforcing laws or policies or helping customers, clients, or

members of the public who were hostile or upset, not including handling customer complaints (for example, worked in a crisis center, worked as a police officer, parole officer, park ranger, etc.)?

140. Have you successfully done work where your supervisor regularly relied on you to make decisions while he or she was in meetings or out of the office?
141. Since high school, have you received a grade of B or above in writing courses (for example, composition, creative writing, journalism, etc.) or on essays, reports, or term papers written for *school courses* that were *not* focused on writing skills (for example, history, geography, psychology, etc.)?
142. Have you participated in post-high school activities that helped you improve your negotiation or persuasion skills (for example, college debate team, training classes, workshops, seminars, etc.)?
143. Have you been requested to take on additional responsibilities because of your ability to manage your own work effectively?
144. Have you successfully done work that regularly involved making decisions about disclosure of sensitive or confidential information?
145. Have you designed or developed something, on your own initiative, to help you or other employees better complete assignments (for example, designed a training manual)?
146. Is your highest level of formal education a bachelor's degree or higher? (Answer **YES** to this question if you anticipate receiving a bachelor's degree within the next 9 months.)
147. Have you done work that involved writing brochures, press releases, or speeches?
148. Have you successfully dealt with a disruption to regular operations in a way that allowed for completion of the work or continuation of a noncritical service?
149. Have you effectively worked on a team that was quickly established to function in a crisis situation (for example, worked on a search and rescue mission)?
150. Have you successfully completed an apprenticeship in a trade or craft?
151. Have you received a grade of B or above on oral presentations made for *school courses*, taken since high school, that did *not* focus on oral communication skills (for example, history, sociology, etc.), or for *any* oral presentations made for high school?
152. Have you successfully done work that involved reviewing various contract proposals or contract bids to determine which one to select?
153. Have you successfully negotiated with another person sharing the same resources (for example, negotiated for employees, space, equipment, etc.)?
154. Have you successfully done work where your primary responsibility involved interacting with current or potential customers or clients for the purpose of selling a product or service?
155. Have you received favorable feedback about your interpersonal skills when serving as a leader, instructor, or supervisor for academic, religious, community, sports, leisure, or work activities?
156. Have you successfully done work that *only occasionally* required you to present information at briefings, meetings, conferences, or hearings?

**THIS IS THE END OF SECTION 25. Please review your responses to ensure that you have correctly entered all required information and that you have correctly marked your responses in the appropriate ovals.**



For further information concerning other Federal employment opportunities, you may contact any Federal Employment Information Center or State Employment Service Office.

We appreciate your interest in Federal employment.